

18 September 2009

London Heathrow–Venice and London Heathrow-Palma Cancellation: re-accommodation procedures

Following last week's announcement regarding the termination of bmi services between London Heathrow and Palma and London Heathrow and Venice, please find below re-accommodation options.

Our immediate priority is to re-accommodate passengers booked on these services with the minimum of disruption. The following re-accommodation policy has been set up to cover all passengers that have been issued tickets on or before **10 September 2009**. All passengers that have not already been ticketed will have to make alternative arrangements.

Re-accommodation options for London Heathrow (LHR) – Venice (VCE)

Applies to flights booked on/after 16 November 2009

Option 1: Lufthansa via Frankfurt (FRA)

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRVCE was in W class then the rebooking on LHR – FRA – VCE service (both sectors) must be made in W class for the following LH flight numbers only:

LHR/FRA/VCE : LH 4723 / LH 4084
VCE/FRA/LHR : LH 4085 / LH 4738

Original BD Class	Y	S	B	K	M	H	Q	V	G	W	T	N,E
LH Class	Y	G	B	K	M	H	Q	V	L	W	T	E

Option 2: Lufthansa via Munich (MUC)

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRVCE was in W class then the rebooking on LHR – MUC – VCE service (both sectors) must be made in W class:

Original BD Class	Y	S	B	K	M	H	Q	V	G	W	T	N,E
LH Class	Y	G	B	K	M	H	Q	V	L	W	T	E

Option 3: Austrian Airlines via Vienna (VIE)

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRVCE was in G class then the rebooking on LHR – VIE – VCE service (both sectors) must be made in V class:

Original BD Class	Y	S	B	K	M	H	Q	V	G	W	T	N	E
OS Class	Y	B	B	K	M	H	Q	V	V	W	S	N	E

Option 4: Swiss International Airlines via Zurich (ZRH)

Rebook on LX services between LHR and VCE via ZRH in LX T class. Note the following flight dates are excluded:

26 Dec 2009, 02 - 03 Jan 2010, 05 - 07 Feb 2010, 11 - 15 Feb 2010, 19 - 22 Feb 2010, 27 Mar 2010, 03 - 05 Apr 2010, 10 - 11 Apr 2010, 17 - 18 Apr 2010, 24 Apr 2010, 01 - 04 May 2010, 12 - 17 May 2010, 20 - 24 May 2010, 29 - 30 May 2010, 05 - 06 June 2010

Option 5: British Airways (between LHR/LGW & VCE)

Rebook on BA services between LHR/LGW and VCE in BA Q class. Note rebooking onto BA services is only valid for travel made on/before 31st March 2010

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Re-accommodation options for London Heathrow (LHR) – Palma (PMI)

Applies to flights booked on/after 04 November 2009

Option 1: Swiss International Airlines via Zurich (ZRH)

Rebook on LX services between LHR and PMI via ZRH in either LX T or L class. Note the following flight dates are excluded :

26 Dec 2009, 02 - 03 Jan 2010, 11 - 15 Feb 2010, 19 - 22 Feb 2010, 27 Mar 2010, 03 - 05 Apr 2010, 10 - 11 Apr 2010, 17 - 18 Apr 2010, 29 - 30 May 2010, 05 - 06 Jun 2010

Option 2: Lufthansa via Frankfurt (FRA)

Rebook on LH services between BHX, MAN or LHR and PMI via FRA. Note: LH only operates on days 6 and 7. This rebooking option is only valid for travel up to and including 21 March 2010.

All new bookings need to be made using the following class mapping tables e.g. If the original booking on LHRPMI was in W class then the rebooking on BHX/MAN/LHR – FRA – PMI service (both sectors) must be made in W class.

Original BD Class	Y	S	B	K	M	H	Q	V	G	W	T	N,E
LH Class	Y	G	B	K	M	H	Q	V	L	W	T	E

Ticketing instructions

Please note: All BD/236 tickets must be re-issued prior to travel. Once the rebooking is made an SSR or OSI must be entered into the PNR with details of ticket numbers to avoid cancellation of the PNR by the other carrier. In addition the following information must be included in the PNR in an SSR / OSI:

Invol reroute due to BD XXX / XXX discontinued service
Per BD / XX re-accommodation agreement
Pax home / agency telephone number

If the above options are not suitable, passengers can be offered a full refund.

For further information please contact the travel trade helpline on 1 800 788 0555.

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